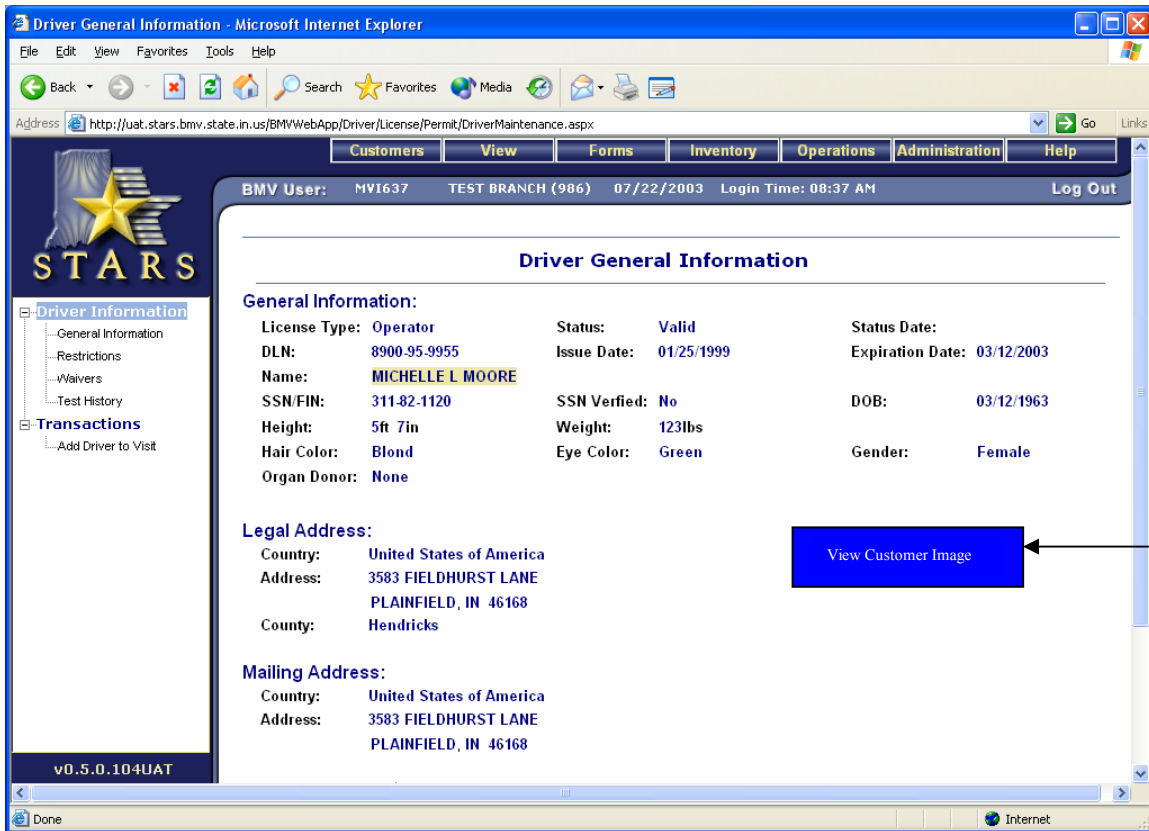


RFP-5-17 Attachment O

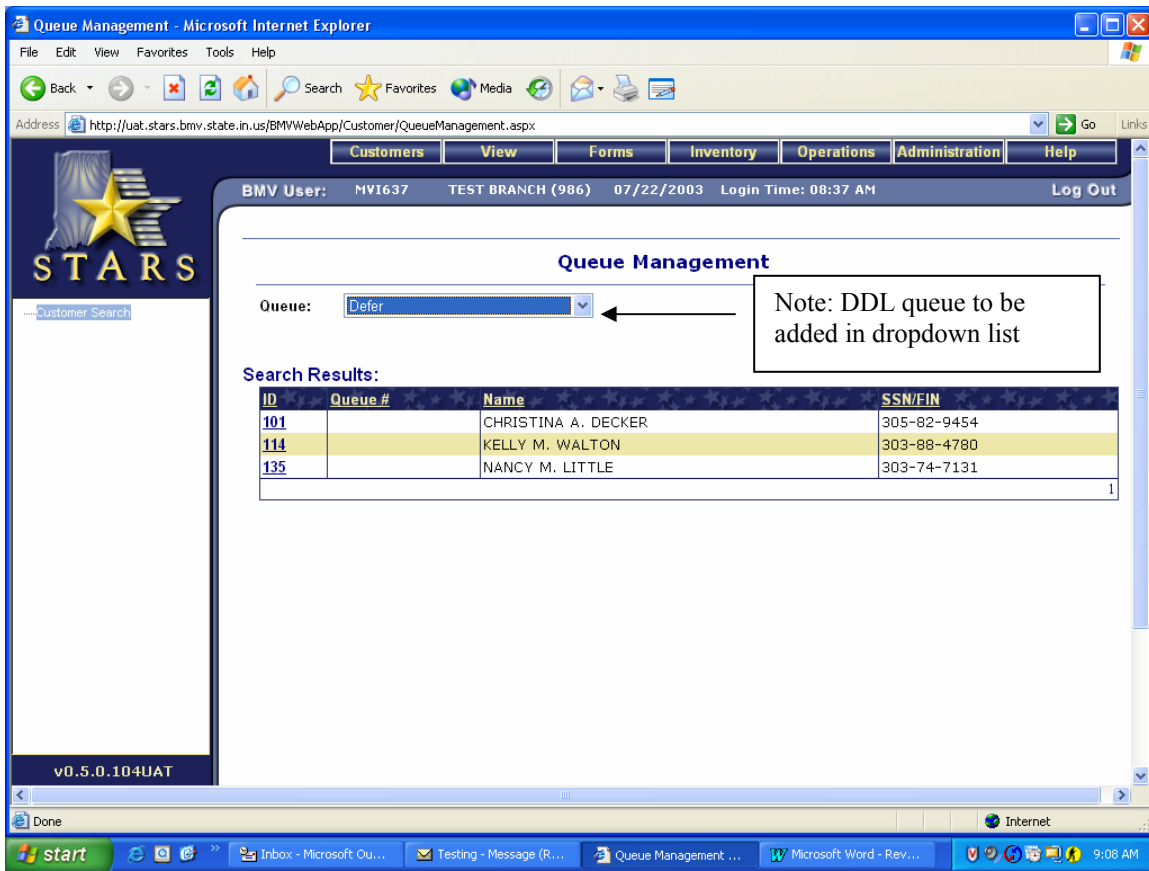


STARS Screen for Initial CSR Review of Customer Data. With DDL, this screen will be changed to add a “View Customer Image” button which will trigger STARS to send an XML document to the DDL CIS application. The CIS will retrieve the most current, valid image on file for the Driver License Number sent by STARS. The CIS will transmit an XML document to STARS containing the image to be sent to the CSR’s screen. The CSR will then analyze the image returned, comparing the image with the physical appearance of the customer across the counter.

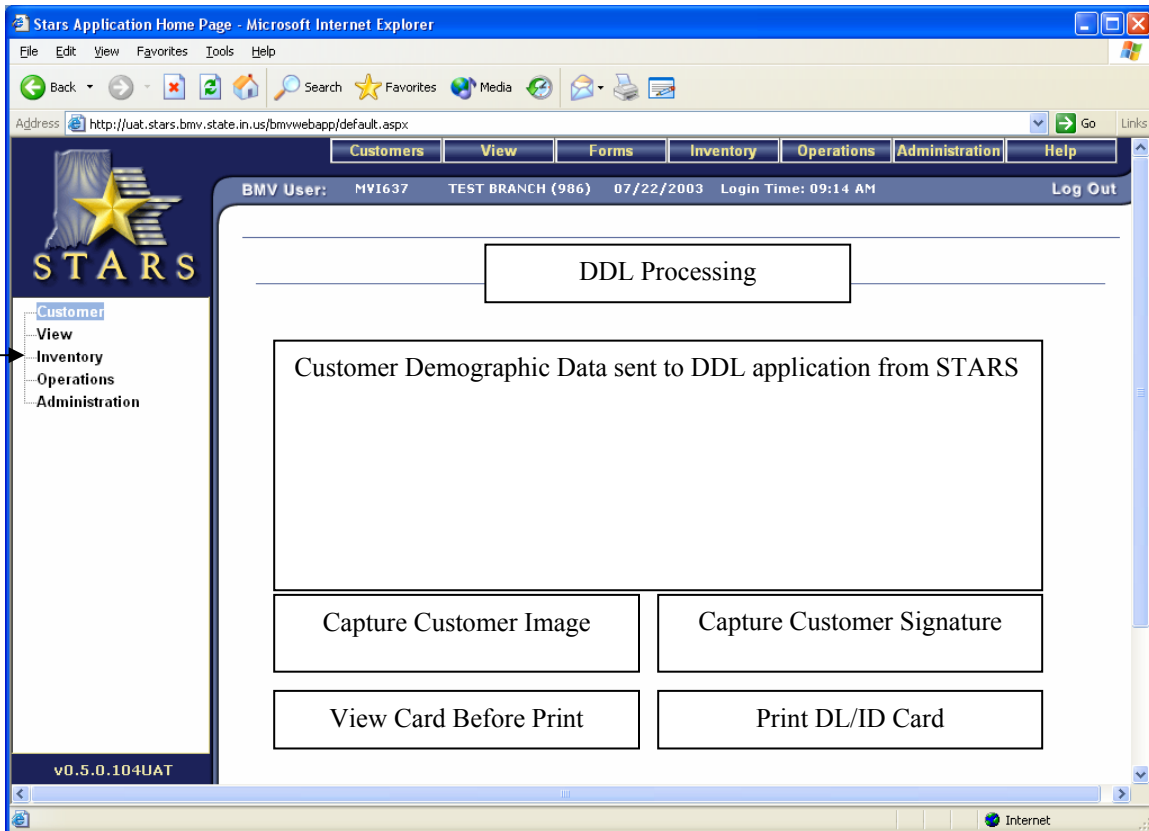
Additionally, others STARS modules/screens may also be adapted by the BMV to enable the CSR to select the “View Customer Image” button to trigger retrieval of a DDL image as outlined in the previous paragraph. Such screens may include the Driver History Screen, Vehicle Owner Screen, etc.



STARS Screen for Review of Driver General Information. With DDL, this screen will be changed to add a “View Customer Image” button which will trigger STARS to send an XML document to the DDL CIS application. The CIS will retrieve the most current, valid image on file for the Driver License Number sent by STARS. The CIS will transmit an XML document to STARS containing the image to be sent to the CSR’s screen. The CSR will then analyze the image returned, comparing the image with the physical appearance of the customer across the counter.



STARS Screen for Identification of Customers In Queue. With DDL, this screen will be changed to add a “DDL” Queue to the dropdown list. Upon completion of the STARS DL/ID transaction, STARS will add the customer to the DDL queue. The CSR at the DDL Workstation will use this screen to identify and select the next customer waiting for a DL/ID card. Once the CSR selects the customer, STARS and the DDL application will interface to initiate the DDL transaction.



Sample DDL screen for processing DL/ID cards based upon data sent from STARS. This sample represents potentially multiple DDL screens (DL/ID capture and production functions, inventory management functions, user account management functions), but is intended to demonstrate that the state requires the DDL application screens to function, look and perform similarly to the STARS application screens in order to ensure ease of operation and training.

The navigation panel on the left-hand side of the screen changes according to the needs of each business function and the process steps related to those functions and each function may consist of one or more screens. For example:

When a BMV/C manager is performing Inventory Management functions, the navigation panel may have available options such as Receipt Inventory, Transfer Inventory, Order Inventory, View Inventory.

When a BMV/C manager is performing User Account Management functions, the navigation panel may have available options such as Add New User, Modify User Permissions, Delete User.

When a CSR is processing a DL/ID card transaction, the navigation panel may have available options such as Review Prior Image(s), Compare Prior and Captured Image(s), View DL/ID Card Appearance, Mark Customer for Potential Image Conflict, Delete Customer from Queue (customer abandoned transaction).